

### **AMENDMENTS TO THE CLAIMS**

This listing of claims will replace all prior versions and listings of claims in the application.

1. (Currently Amended) A computer-implemented method for assessing content management within an organization, comprising:

using a first workbook with an ordered set of templates specially designed for gathering and identifying business critical information across processes and groups within the organization and for collecting and recording unrecorded business critical information, wherein business critical information comprises recorded information stored in the form of web content, electronic documents, paper documents and digital media and unrecorded information;

using a second workbook with an ordered set of templates specially designed for gathering and identifying transactions between users within the organization which are associated with the business critical information;

using a third workbook with an ordered set of templates specially designed for gathering and identifying major value chain processes within the organization for managing the business critical information and their associated transactions;

wherein each workbook may be customized for a particular customer, organization, industry and other defined conditions, and used for collecting and recording unrecorded knowledge and recorded knowledge within the organization;

analyzing the role and flow of the business critical information and their associated transactions within the major value chain processes across organizational groups within the organization to develop a set of modifications to the major value chain processes for achieving an optimized flow;

measuring the flow of the business critical information and their associated transactions through the major value chain processes across the organizational groups within the organization to determine a baseline flow for the business critical information; and

modifying the major value chain processes in accordance with the set of developed modifications and measuring the flow of the business critical information and their associated

transactions through the modified major value chain processes until the optimized flow has been achieved.

2. (Original) The method of claim 1, further comprising: recording the identified unrecorded information.

3. (Previously Presented) The method of claim 1, wherein the step of analyzing the role and flow of the business critical information and their associated transactions includes pinpointing problems in which business critical information, knowledge and processes combine to affect key business performance indicators.

4. (Canceled).

5. (Original) The method of claim 1, wherein the step of analyzing the role and flow of the business critical information and their associated transactions includes developing a set of metrics for measuring the flow of the business critical information and their associated transactions through the major value chain processes across the organizational groups within the organization.

6. (Previously Presented) The method of claim 1, further comprising defining a business service within the organization which uses business critical information in a defined way, wherein each workbook may be further defined for each business service.

7. (Original) The method of claim 6, wherein the defining the business service step comprises defining an executive assessment for identifying areas within the organization where solving document, content and knowledge issues could provide major benefits..

8. (Original) The method of claim 6, wherein the defining the business service step comprises defining a content strategy for identifying and managing content-related initiatives across the organization.

9. (Original) The method of claim 6, wherein the defining the business service step comprises defining a knowledge and work practice assessment for identifying critical and competitive factors within the organization.

10. (Original) The method of claim 6, wherein the defining the business service step comprises defining a business case for developing a cost-benefit justification of a proposed content improvement initiative.

11. (Original) The method of claim 6, wherein the defining the business service step comprises defining a requirements analysis and specification for process innovation for the organization.

12. (Original) The method of claim 6, wherein the defining the business service step comprises defining requirements analysis and specification for solution development for the enterprise.

13. (Original) The method of claim 6, wherein the defining the business service step comprises defining two or more of the following for the business: a content strategy, a knowledge and work practice assessment, a business case, a requirements analysis and specification for process innovation and a requirements analysis and specification for solution development.

14. (Canceled)